

2003-05 Performance Progress Report

For Quarter Ending 12/31/2003

Agency 240

Department of Licensing

Mission

We are an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair and efficient collection of state revenue.

Goal Protect public safety and welfare through licensing and regulation.

Performance Measure Total number of vehicle title transactions completed.

* This relates to statewide results priority #11 Improve ability of government to achieve its results efficiently and effectively.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	558,000	558,000	558,000	558,000	558,000	558,000	558,000	558,000
Actual	575,552	492,624						
Date Measured								

Performance Measure Number of registration tabs issued.

* This relates to statewide results priority #11 Improve ability of government to achieve its results efficiently and effectively.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000
Actual	1,641,478	1,273,163						
Date Measured								

Goal Revise work processes to decrease turnaround time and improve accuracy.

Performance Measure Average driver license renewal wait time (in minutes).

* 95-97 data not collected. This relates to statewide results priority #8 Improve Safety of people and property.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	14.2	9.5	10.5	12.2	14.2	9.9	10.0	11.0
Actual	13.1	8.4						
Date Measured								

Goal Improve service efficiency and work processes.

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Performance Measure

Average completed calls per day at Driver Services Customer Service Unit.

* This relates to statewide results priority #8 Improve Safety of people and property.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	700	700	700	700	700	700	700	700
Actual	706	707						
Date Measured								